

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D214) Fabrication Work Order Control System Support

TA No:	131-Rev5		
Task Area Monitor:		Alternate Task Area Monitor:	
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The Fabrication Work Order Control System (FWOCS) is a locally developed system, originally implemented in 1985 and upgraded in 1992. It maintains data relevant to tracking manhours and costs associated with fabricating research models, flight and related hardware, and facility components.

The FWOCS Customer Survey (a Web based tool to track customer comments as to the performance of a task) was developed in April 2002 to work in conjunction with the FWOCS (a tool to track data relevant to hours and costs). The FWOCS Customer Survey uses a data extraction interface from FWOCS to generate and populate the survey.

3. OBJECTIVE

The objective of this task is to provide application maintenance support for FWOCS and the FWOCS Customer Survey tool.

The contractor shall:

- Make FWOCS modifications as needed to conform to changes in equipment or operating systems, comply with procedures, correct software errors, or to enhance or improve the functional capability of the application.
- Develop, implement, and maintain computer security controls and procedures necessary to prevent unauthorized access to business and administrative computer resources.
- Review all FWOCS modifications to determine if they affect the FWOCS Customer Survey. Concurrently update the survey tool if needed to maintain its functionality.
- Correct software errors to maintain the functional capability of FWOCS and the survey tool.
- The Contractor shall provide technical support, consulting, and coordination to ensure orderly implementation, integration, and operation of the application software.
- The Contractor shall perform the requisite planning, associated training, and testing of

application software releases prior to implementation.

- The Contractor shall develop, implement, and maintain computer security controls and procedures necessary to prevent unauthorized access to business and administrative computer resources.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Application Maintenance, Upgrade and Improvement

Perform the following services:

1. Develop and maintain a configuration management system to include the following:

- Current software versions
- Status of planned upgrades
- Software maintenance status
- Locations of source code and documentation

2. Optimize the execution of the application. Monitor the application for anomalies and respond to customer trouble reports. Analyze problems and implement corrective action.

3. Plan for and recommend evolution of the application. For example, advise the Government on applicability of upgrades and recommend possible software solutions to identified user requirements.

4. Maintain software in accordance with process requirements for low control software defined in TA SL001.

5. Coordinate with the customer on all planned disruptions in service caused by application maintenance or system modifications.

Documentation

The contractor shall review and update all FWOCS documentation to ensure currency. When updates to documentation are necessary, they shall be completed in electronic format using commonly accepted word processing software. Documentation shall include system requirement documents, functional requirement documents, user manuals/guides, operations guides, and other documentation identified by the Government. All documents shall be placed under configuration management so as to ensure the most current version of each document is in use.

Unless a different schedule is approved by the Government, documentation updates shall be made by the Contractor within 15 working days of implementing application changes or

notification by the Government that a document change is necessary.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of IT Consultation and Training given in Section 4.8 of the SOW for all General IT Support Services.

When requested by the Government, the Contractor shall also perform studies analyzing new technologies, analyzing feasibility of technical approaches, defining user requirements, analyzing existing environments, identifying constraints, deriving and analyzing alternative solutions, recommending approaches and solutions and estimating costs and benefits. This predevelopment work may result in a subsequent TA revision for application development.

General IT Support Services Performance Metrics

Performance Standard: The contractor delivers product within costs and schedule.

Performance Metrics:

- Exceeds: The contractor delivers application to the customer prior to scheduled delivery date and/or 5 percent under cost.
- Meets: The contractor delivers application to the customer on scheduled delivery date and/or on cost.
- Fails: The contractor delivers application to the customer after scheduled delivery date and/or exceeds stated cost by more than 5 percent.

Performance Standard: Cost reports allow the government to accurately track the costs of development and maintenance.

Performance Metrics:

- Exceeds: The contractor provides to the TAM a monthly report by the 15th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.
- Meets: The contractor provides to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. All overruns are highlighted, explained, and revised estimates provided.
- Fails: The contractor does not provide to the TAM a monthly report by the 20th of the month, containing all of the information as stated in the work area requirements. Overruns are not highlighted, explained, and revised estimates are not provided.

Performance Standard: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.
- Meets: Documentation is complete with only minor errors noted

Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule

Performance Metrics:

Exceeds: All assigned activities are accomplished satisfactorily. Suggestions are made and acted on that lead to advancements towards the goals of the project.

Meets: Activities on the critical path are on schedule, or slipped due to factors beyond contractor control.

Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project and such activities were within contractor control.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

Performance Standard: The application meets reasonable response metrics on an average configuration of a LaRC client machine unless otherwise accepted by the customer.

Performance Metrics:

Exceeds: The application displays requested information less than 2 seconds following customer submission.

Meets: The application displays requested information within 2 seconds following customer submission.

Fails: The application takes greater than 2 seconds following customer submission to display requested information.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: FWOCS Time & Attendance Process Modification

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The Contractor shall document

customer's requirements; provide inputs to the implementation schedule; design, develop, document, and test the application changes to meet the customer's requirements; and implement the modification according to schedule. The Contractor shall manage and maintain the Implementation Schedule; monitor the progress of the development work; and work with the customer and to ensure the product meets the customer's needs and functions as expected. NASA shall provide functional experts and system acceptance testers.

Requirements:

Modify the FWOCS Time & Attendance process to spread any hours on specified overhead WBSs to the direct WBS charged for the pay period.

Modify the T&A extract of this report to prevent users from creating the report until the end of the pay period.

Constraints:

None

Acceptance Criteria:

Acceptance Criteria shall be developed and agreed upon during the requirements development phase. The Acceptance Criteria shall be used during the System Acceptance Testing phase to evaluate the application's readiness for production.

Project Title: Define Requirements to Transition FWOCS to a Modern Application

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The contractor shall perform and document the requirements requested in this task to transition FWOCS to a modern application. The Government shall be available for meetings, questions, and review of submitted work.

Requirements:

Develop requirements to create a web-based application that replaces FWOCS's currently used functions. The new system needs maximum compatibility (to the most extent possible) to receive and transfer data to other LaRC and Agency systems as needs arise; such as communicating with WebTads and a new web based LF133 fabrication tracking system under development. Provide cost estimate to develop FWOCS replacement.

Constraints:

None

Acceptance Criteria:

Acceptance criteria shall be the receipt of suitable requirements that allows actual development of the replacement FWOCS system.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The Contractor shall follow the processes for software maintenance, according to the software control class, as specified in Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held as deemed necessary by the TAM and Task Lead (at least semi-annually). The following persons or their alternates are required to attend: NASA TAM, ConITS Task Lead. Technical performance, timeliness, and cost will be discussed. The Contractor shall provide the status of all work requests active for the relevant period. The Government may schedule meetings with cognizant Contractor staff at any time to address FWOCS issues.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/06 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding last submitted on 09/08/2009.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.